

Guide *to OD Computing*

Office of Information Technology

Executive Office

Office of the Director

National Institutes of Health





OER

OIR

NCMHD

OHR

OCPL

ODEO

OM

OBSSR

OSP

OCL

OLPA

*Who do I call for
computer help?*

Call 301-594-3278

*A qualified technician
will assist you!*

ODP

OEO

OB

OFACP

OAR

OGC

ES

CCR

OD

ORWH



OIT Headquarters

6011 Executive Boulevard

The Office of Information Technology (OIT), Executive Office (EO), Office of the Director (OD) welcomes you to the National Institutes of Health (NIH). OIT and other NIH organizations provide a wide selection of technical resources for OD employees. OIT has designed this document to help you access the resources that you will need during your first few weeks at NIH. As technology is constantly changing, parts of this document will become out of date. Therefore, please check our web site at <http://oit.od.nih.gov> for the most up-to-date information. We look forward to serving you.



Office of Information Technology

The Office of Information Technology (OIT), provides IT services; network, desktop and web hosting support to our OD customers using NIH IT resources.

OIT Mission Statement

OIT will maximize customer satisfaction by:

- Facilitating OD business processes.
- Empowering customers with leading-edge technologies.

OIT Vision Statement

- Adapt and adjust to OD customer needs within OD architectural standards.
- Partner with OD customers to proactively enhance OD business processes.
- Maximize existing and future IT investments.
- Continuously increase technology awareness and knowledge.
- Employ trend-forecasting techniques to anticipate both new technologies and new uses for IT.



Guy Crittendon/Images.com

Important Information

Telephone Numbers

Office of Information Technology — Front Office	301-402-1046	
Emergencies	On-Campus Off-Campus	
Fire/Ambulance	911	9-911
Police	911	9-911
Chemical/Biological/Radiological	911	9-911
Building 10 (Critical Medical Situation)	111	
Engineering	108	
TTY/TDD System	911	9-911

Non-emergencies

NIH Fire Department	301-496-2372
NIH Police	301-496-5685
Occupational Medical Service	301-496-4411
TheNIHHelpDesk	301-496-4357

E-mail Addresses

The NIH Help Desk E-mail	<i>helpdesk@nih.gov</i>
Chief Information Officer (CIO), OD and Director, OIT:	
David Wiszneaukas	<i>Wisznead@od.nih.gov</i>
Chief Technology Officer (CTO): William Kibby	<i>KibbyW@od.nih.gov</i>
IT Policy/ITS Budget Officer: Angela Murphy	<i>MurphyA@od.nih.gov</i>
IS Security Officer (ISSO): Antoine Jones	<i>JonesA@od.nih.gov</i>
OIT Team Leaders	
Customer Relationship Management (CRM)	
Team: Sue O'Boyle	<i>OBoyleS@od.nih.gov</i>
Desktop Team: Marcelo Coelho	<i>CoelhoM@od.nih.gov</i>
Network Team: Minh Chau	<i>ChauM@od.nih.gov</i>
Web and Development Team: John Deermer	<i>DeermerJ@od.nih.gov</i>

Helpful OIT/NIH Web Pages

OIT Homepage	http://oit.od.nih.gov
Check Email	https://owa.nih.gov/exchange/logon.asp
Information Technology Policies	http://oit.od.nih.gov/policies.asp
Information Technology Management Committee (ITMC)	http://www1.od.nih.gov/itmc/
Information Technology Investment Review Board (ITIRB)	http://www1.od.nih.gov/itrb/
Information Technology Forum (ITF)	http://www1.od.nih.gov/itf/
OD Homepage	http://www.nih.gov/icd/od/
Executive Office	http://odeo.od.nih.gov/
Integrated Time and Attendance System (ITAS) Information/Login	https://itas.nih.gov/Scripts/SaISAPI.dll/itasweb.class
Office of Equal Opportunity and Diversity Management (OEODM)	http://oeo.od.nih.gov/
Office of Human Resources (OHR)	http://www1.od.nih.gov/ohrm/
Employee Express	http://www.employeexpress.gov
Employment Information	http://www1.od.nih.gov/ohrm/links/employee.htm
Human Resource Information and Benefit System (HRIBS)	http://silk.nih.gov/hribs/display
Human Resources Information Systems	http://www1.od.nih.gov/ohrm/PROGRAMS/hr-info-systems.htm
NIH and You Handbook	http://www1.od.nih.gov/ohrm/guide/guide/
Training and Development Branch (TDB)	http://learningsource.od.nih.gov/index_nflash.asp
Work and Family Life Center (WFLC)	http://wflc.od.nih.gov/index.htm
NIH Homepage	http://www.nih.gov
Conference Room Scheduling	http://www.nih.gov/od/ors/dirs/mapb/websch.htm
Information for Employees	http://www.nih.gov/employees.html
NIH Information Technology Acquisition (NITAAC)	http://nitaac.nih.gov/
NIH Electronic Forms	http://forms.cit.nih.gov/
NIH Functional Statements	http://oma.od.nih.gov/ms/organization/function/index.html
NIH Implementation of the President's Initiative on Plain Language	http://www1.od.nih.gov/execsec/plainlanguage.htm
NIH Manual Chapters	http://www1.od.nih.gov/oma/manualchapters/
NIH Recreation and Welfare (R&W)	http://www.recgov.org/r&w/r&w.html

Center for Information Technology (CIT) <http://www.cit.nih.gov/home.asp>
 Computer Support (NIH Help Desk) <http://support.cit.nih.gov>
 Data Warehouse (DW) Data Town <http://datatown.nih.gov/dw/datatown.htm>
 Information Systems Security Officer
 (ISSO) List <http://irm.cit.nih.gov/nihsecurity/scroster.html>
 Information Technology Policy Papers, Guidance,
 and Regulations <http://irm.cit.nih.gov/policy/>
 Information Technology Training <http://training.cit.nih.gov>
 NIH Listserv <http://list.nih.gov/>
 NIH Video Casting <http://videocast.nih.gov/>
 NIHnet Handbook <http://www.cit.nih.gov/dnst/handbook/home.htm>

Office of Research Services (ORS) <http://www.nih.gov/od/ors/>
 Banks, Credit Unions, and ATMs ... <http://www.nih.gov/od/ors/dss/special/cubank.htm>
 Child Care <http://www.nih.gov/od/ors/dss/special/chintro.htm>
 Food Services <http://www.nih.gov/od/ors/dss/special/food.htm>
 Fitness Centers <http://www.nih.gov/od/ors/dss/special/webfit.htm>
 Interpreting Services <http://www.nih.gov/od/ors/dss/special/interp.htm>
 Mail and Courier Services <http://www.nih.gov/od/ors/dss/mail/services.htm>

U.S. Department of Health and Human Services (HHS) <http://www.hhs.gov>

Office of Personnel Management (OPM) <http://www.opm.gov/>

Virus Information

Computer Virus Myths <http://www.kumite.com/myths/>
 CIAC Virus Hoaxes <http://hoaxbusters.ciac.org/>
 Virus Warnings <http://oit.od.nih.gov/showpage.aspx?pageid=11>



Campus Shuttle Information

http://des.od.nih.gov/eweb/NIHShuttle/scripts/shuttle_map_live.asp

Personal Information

NAME

PHONE

EMAIL

NOTES:

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OD IT Standards and Guidelines

Privacy

Your computer system, which is owned by the U.S. Government, may be accessed and used only for official Government business by authorized personnel. Unauthorized access or use of your computer system may subject violators to criminal, civil, and/or administrative action. All information on your computer system may be intercepted, recorded, read, copied, and disclosed by and to authorized personnel for official purposes, including criminal investigations. Such information includes sensitive data encrypted to comply with confidentiality and privacy requirements. Access or use of your computer system by any person, whether authorized or unauthorized, constitutes consent to these terms. You have no right of privacy to your system. While all information on government computers is subject to monitoring by authorized personnel, you should continue to take appropriate security precautions (e.g., encryption) for sensitive data, such as patient information.

Note: The above statement also applies to your use of the Internet and email communications.

Inappropriate Use of Government Computing Resources

Inappropriate use of government office equipment or resources includes, but is not limited to:

- Creating, downloading, storing, copying, or transmitting sexually explicit information/materials.
- Information/materials that may embarrass or harass others on the basis of race, age, creed, religion, color, gender, disability, national origin, or sexual orientation.
- Materials to engage in or promote any activities prohibited by law (e.g., gambling, illegal weapons, terrorist activities, etc.)
- Unauthorized broadcast transmissions, mass mailings, or chain letters that could congest, delay, or disrupt network service.



Todd Davidson/Images.com

- Using government equipment or resources for private gain (e.g., consulting work for pay, sale of goods or services, etc.)
- Using the Internet as a staging ground or platform to gain unauthorized access to other systems.
- Engaging in any unauthorized fund-raising activity, endorsing any product or service, or participating in any lobbying or partisan political activity.

Employees who improperly use government office equipment or resources:

- May be subject to disciplinary or adverse action and criminal penalties.
- May be held financially liable for the costs of the improper use.
- May lose the privilege of using government equipment and resources.

For the official NIH policy on the appropriate use of government resources, please visit:

<http://irm.cit.nih.gov/policy/e-mail&i.html>

If you have any questions, please contact the OD ISSO.

Trouble Reporting Procedure

For assistance in solving your computer hardware or software problems, contact the *NIH Help Desk*

on 301-496-4357, by email, helpdesk@NIH.GOV, or on the website at <http://support.cit.nih.gov/>. The NIH Help Desk will enter your problem into the *Remedy Action Request System* (AR System) and forward it to an OIT IT specialist who will contact you – usually within 2 hours.

To check on the status of your request, contact the NIH Help Desk and they will follow up.

OD Network Accounts

As a new customer of the OD Network, you have been granted Microsoft (MS) Windows 2000 network and Exchange email accounts to access the OD local area network (LAN). You have also been allotted space on one of the network servers for a Home Directory (*H: drive*). Your user profile has been set up on your computer, and you have been given a username and temporary password. When you log on for the first time, you will be required to change this password with one of your own choosing.

The following guidelines will help you use your accounts efficiently and effectively.

- Contact your Administrative Officer (AO) or supervisor when requesting additions, modifications or deletions of OD accounts, groups, shares, or public folders. Only they can authorize these requests.

- Actively manage your MS Outlook email messages by limiting the size of the mailbox: do not exceed 200 MB.
 - Do not retain messages in your Outlook *Sent Items* box for longer than 90 days or *Deleted Items* box for longer than 30 days.
 - *Important:* Do not use email to store or manage “official records.” Official records should be printed and filed in hard copy or in an appropriate electronic records management system (RMS), and administered in accordance with NIH Manual Chapter 1743, *Keeping and Destroying Records*.
<http://www1.od.nih.gov/oma/manualchapters/management/1743/>
- Contact the OD Records Management Officer (RMO) for more information.
- Store only your documents and data files on your *H: drive*. Do not store software applications or workstation backups.

OD Network Password Security

The NIH requires that you have secure unique passwords to protect government-owned data and equipment; and to access NIH IT resources.

You should consider your password as being the same as the key to your front door. Would you leave your house keys lying around to be picked up by anybody? Of course not, but many people write down their password on a post-it note and leave it in a desk drawer, under their keyboard, or posted on their computer or desk. According to some analysts, more than a million passwords have been stolen to date.

Your password can also be compared to your car keys that you give to the valet to park your car. Once the keys are in the valet’s hands, you have no way of knowing what will happen to your car. If all goes well, you get your car back when you go back to pick it up. But what happens if instead of parking your car, the valet decides to see how fast it will go . . .

Once someone has your password and account name, they have the keys to access your files, email messages, funds, and personal information. Any information on your computer can be compromised, altered or deleted. In addition, once an intruder gains access to your computer, they can monitor other computers on the network and, thus, gained a doorway into the rest of the NIH network.

To prevent unauthorized access to your computer, OD LAN and NIHnet, you are asked to comply with the following:

- Do not share your password with anyone.
- Never write your password down and leave it in, on, or around your work area.
- Choose a password that is easy for you to remember but difficult for others to guess – never choose a password that can be found in a dictionary. Don't choose family member names or other personal information that others could guess about you.
- Use a combination of at least 8 characters including: upper and lower case letters, numbers, and special characters to make up your password.
- Change your password regularly (at least every 120 days) and never let anyone see you type your password.

The specifics of the OD Password Policy are found at:

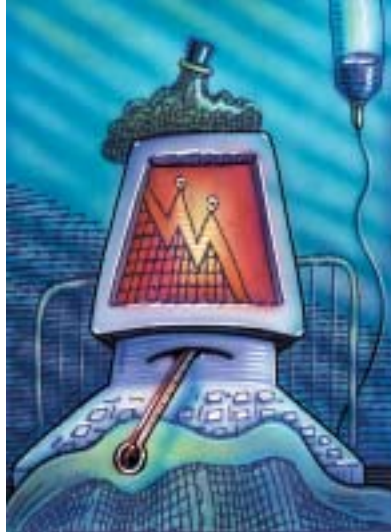
<http://oit.od.nih.gov/pubs/oddesktopaccesspolicy.pdf>

Your cooperation will help create a safe, secure IT environment.

Virus Warnings

The Internet is constantly being flooded with information about computer viruses and Trojan horses. However, interspersed among real virus warnings are computer virus hoaxes or false warnings about non-existent viruses/meant to cause panic. While these hoax messages do not infect systems, they are time-consuming and costly.

If you receive an unconfirmed warning about a virus or Trojan horse, do not forward it to your fellow workers, friends, or an NIH email list. The OIT recommends the following procedure for handling these warnings.



Todd Davidson/Images.com

Check the *CIAC Hoax* page at <http://hoaxbusters.ciac.org/> and the *Computer Virus Myths* home page at <http://www.kumite.com/myths/>. If you do not find your warning listed as a hoax on either of these pages and are really concerned about it, do one of the following:

- Send the message to the OD ISSO, who will work with CIT to determine if the warning is real or not. If it is determined to be a real threat to NIH, the ISSO will forward the warning to all appropriate persons.
- If you cannot contact your ISSO, contact the NIH Help Desk. They can usually tell you if the warning is a hoax.

If you follow these guidelines, you can assist us in reducing the number of false warnings that are propagated, allowing us to concentrate our resources on real threats. Please go to the following site for more information:

<http://oit.od.nih.gov/showpage.asp?pageid=11>

Notification of Scheduled Maintenance or Unexpected Service Outage via Email

OIT will send an email message to all OIT customers or particular groups of OIT customers affected by the scheduled maintenance or unexpected service outage. The email message will be sent through the *OIT News* mailbox. The CRM team will monitor the mailbox for customer feedback and refer customer issues to OIT Team Leaders, as appropriate. The email will contain the following information:

- When the network will be down (start and end time/date).
- What services will be affected.
- What actions you must take.
- How you will be affected.

Notification of Unexpected Service Outage via Phone Tree

OIT will use the phone tree (voice mail notification system) when OIT customers are not able to receive an outage message via email. The phone tree listed below shows who will be notified via voice mail. The customers that have been notified are then responsible for conveying the information to the remaining OIT customers within their purview.

- ITF List
- AO List
- OIT Government Staff
- OIT Project Coordinators
- OIT Contractor List
- OIT Network Operations Team
- OIT CRM Team
- OIT Web Team
- OIT Desktop Team
- Other OIT-supported customers

If your service is interrupted and you have not received notification that there is an outage, contact the NIH Help Desk immediately.

Training Resources

Core Competencies

The OIT has developed a questionnaire to determine your IT Core Competencies. This questionnaire lists the skills needed to use your computer efficiently and effectively. Formatted in MS Word, attempts to summarize your strengths, and to identify the skills that you can work toward.



Jude Maceren/Images.com

To view the questionnaire, go to the following site:

<http://oit.od.nih.gov/pubs/corecomp.doc>

NIH Computer Security Awareness Training

The Computer Security Act requires that all U.S. Government personnel who use computers, as part of their work activities, complete training on computer security awareness. For information about the security training for NIH personnel, point your browser to

http://irm.cit.nih.gov/security/sec_train.html

NIH Training Center

The “NIH Training Center” (NIHTC) assists the NIH tackle present and future challenges by offering valuable learning experiences that empower employees to maximize their performance and achieve their full potential. For further information about NIHTC training resources, go to the following site:

<http://learningsource.od.nih.gov>

Health and Human Services University

The Department of “Health and Human Services University” (HHS U) purpose is to serve as a focal point for the delivery of “common needs training” on a Department-wide basis. The mission of HHS University is to provide consistent and equitable learning opportunities for all employees. For further information about the HHSU go to the following site:

<http://learning.hhs.gov>

FASTRAC

One of the valuable training resources the Department of Health and Human Services (HHS) sponsors is the FASTRAC online training program, providing over 900 online training courses for HHS employees. These courses cover a full range of IT and professional effectiveness subjects. The ability to take training online enables “anytime, anywhere” learning. The variety of courses available offers opportunities to pursue your education (earn college credit), gain certification (official study guides for Microsoft, Netscape, Novell, and Oracle exams), or refresh your skills. If you are interested in the FASTRAC online training program, inform your supervisor who will assist you in the registration process. Currently, online registration is not available. For further information about FASTRAC, go to the following site:

<http://learningsource.od.nih.gov/fastrac/default.htm>

Center for Information Technology Training Resources

The Center for Information Technology (CIT) offers a wide variety of training programs that enable you to make efficient and effective use of computing, networking, and information systems in your work at NIH. The programs include classroom courses, seminars, and self-study courses. A description of each course as well as information on the intended audience can be found on the main CIT training page under *Categories. Independent Study Courses* contains a description of the self-study program and the courses available. There is no charge for attending courses and seminars in the CIT Program. You should discuss training opportunities with your supervisors. Access the following web site for more information on the resources available and to register for a course:

<http://training.cit.nih.gov/>

NIH Enterprise Systems

NIH enterprise-wide systems are those applications that all Institutes and Centers (IC) are required to use in performing common governmental functions. These systems include the Administrative Database, Central Accounting System, Data Warehouse, Electronic Research Administration, Integrated Time and Attendance System, NIH Business and Research Support System, NIH Enterprise Directory, and NIH Integrated Training System.



Todd Davidson/Images.com

Administrative Database

The Administrative Database (ADB) supports the mission of the NIH by providing the systems necessary to procure goods and services from contracted vendors; and, administrative business functions to support the research conducted at NIH. This system is soon to be replaced by the NIH Business and Research Support System (NBRSS). For more information on the ADB, go to the following site:

<http://cit.nih.gov/deca/adb.html>

Central Accounting System

The Central Accounting System (CAS) processes all accounting transactions for the NIH. It produces a wide range of reports that detail spending within the Agency. The Office of Financial Management (OFM) uses these reports for internal and external reporting. Financial reports are generated for the HHS, the Department of Treasury, the Office of Management and Budget (OMB), and the Public Health Service (PHS). For more information on the CAS, go to the following site:

<http://cit.nih.gov/deca/cas.html>

Data Warehouse

The Data Warehouse (DW) is a data repository that integrates data from several legacy systems to provide information that is more complete and easier to access. It acts as an information warehouse, providing integrated, historical business information from the following legacy systems.

- Administrative Database (ADB) – supports administrative and financial management activities.
- Central Accounting System (CAS) – provides general accounting/financial information.
- Human Resources Database (HRDB) – provides financial and personnel information on the NIH workforce.
- Information for Management, Planning, Analysis, and Coordination (IMPAC II) – tracks information on the NIH grant application, referral, and review process.
- Technology Transfer System – tracks a variety of data about inventions, licenses, and patents owned by NIH.

The DW is organized by business functions called *subject areas*, and supports the following subject areas:

- Acquisition and Contract Management
- Budget and Finance
- Human Resources
- Procurements
- Property
- Research Contracts and Grants
- Staff Training and Development
- Technology Transfer
- Travel

To access the DW Data Town, go to the following site:

<http://datatown.nih.gov/dw/datatown.htm>

Please Note: Authorization is required for these systems. Please contact your AO for more information.

Electronic Research Administration (eRA)

The Electronic Research Administration (eRA) is NIH's infrastructure for conducting interactive electronic transactions for the receipt; review, monitoring, and administration of NIH grant awards to biomedical investigators worldwide. eRA integrates two parallel systems:

- The NIH Commons (<http://era.nih.gov/commons/index.cfm>) that enables communication with NIH's partners in the research community, and which is slated to mesh with the Federal Commons (<http://www.fedcommons.gov>); and
- Information for Management, Planning, Analysis, and Coordination (IMPAC II) system (<http://era.nih.gov/impacii/index.cfm>) used by NIH extramural personnel.

To access the eRA, go to the following site:

<http://grants1.nih.gov/grants/era/era.htm>

Integrated Time & Attendance System

The Integrated Time & Attendance System (ITAS) is a state-of-the-art timekeeping system developed to support the tracking and reporting of work hours and leave activity for Federal employees. For further information about ITAS, go to the following site:

http://itasinfo.nih.gov/about_itas.html

NIH Business and Research Support System

The NIH Business and Research Support System (NBRSS) is the combination of the NIH Business System (NBS) and the Enterprise Human Resources and Payroll (EHRP). The NBS will replace selected administrative operations of the legacy ADB, and the EHRP replaces the human resources system currently used by the HHS and its Operating Divisions. The implementation of these NBRSS system will create an integrated database that promotes data sharing

and provides information in “real time”, ultimately providing more efficient administrative support to achieve the scientific mission of the NIH. For more information on NBRSS, go to the following site:

<http://nbs.nih.gov/>

NIH Enterprise Directory

The NIH Enterprise Directory (NED) is an electronic directory containing locator information of all personnel working at NIH. This includes government employees, fellows, guests, contractors, volunteers, and tenants. Locator information consists of information such as building, room, mail stop code, phone and fax numbers, email address, postal address, IC, organizational unit, and organizational title. The Administrative Officer (AO) for each of the OD organizations is responsible for adding new records or registering individuals in NED when they start their employment with the OD, and deleting or deregistering individuals when they leave.

In the future, NED will share information with a number of other NIH enterprise and IC databases to reduce the redundant entry of information into multiple systems. NED will also be used to authorize, modify, and revoke employee access to NIH services and facilities; e.g., ID badge, card key, parking permit, computer accounts, etc. This means that if a person does not have an entry in NED, they will not receive the necessary NIH services to carry out their employment responsibilities. For more information about using this NIH locator, go to the following site:

<http://ned.nih.gov>

NIH Integrated Training System

NIH Integrated Training System (NIHITS) is an electronic database system used by NIH staff to create training nominations; electronically route them for approvals and funds obligation; and, interface with the ADB and CAS, and other NIH systems. For more information about NIHITS, go to the following site or contact your AO.

<http://www1.od.nih.gov/ohrm/nihits/its20001.htm>

OIT Functional Statements

Chief Technology Officer

The Chief Technology Officer (CTO) provides OD staff guidance on the appropriate technologies to meet OD requirements, as follows:

- Provides insight and guidance to ensure OD implements sound technology strategies.
- Ensures appropriate technology product selection by monitoring and scrutinizing technology trends.
- Coordinates OIT technology-implementation plans and activities.
- Administers the OIT technology laboratory and resolves scheduling conflicts.
- Monitors OIT resource utilization against approved levels.
- Provides technical advice and assistance to improve OD IT systems, practices and procedures.
- Promotes the dissemination and sharing of technical information within OIT.
- Serves on appropriate NIH IT committees; e.g., infrastructure and technology.

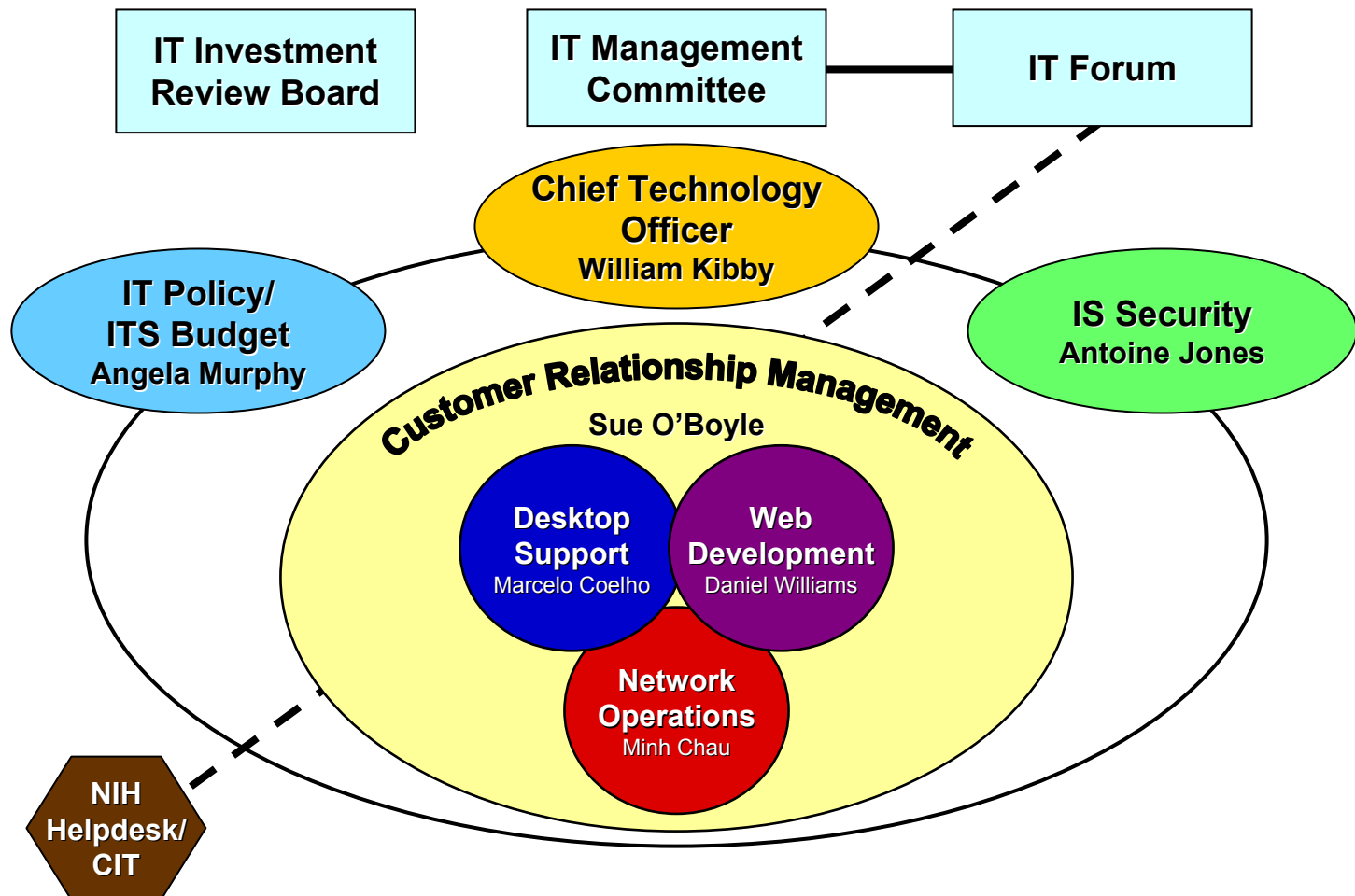
IT Policy/ITS Budget

The IT Policy/ITS Budget function provides OD staff guidance on a range of IT management, budget, and policy issues to ensure the most effective and efficient use of information technology, as follows:

- Oversees and implements the OD IT management process.
- Provides guidance on the Clinger Cohen Act, and related legislation/regulations/bulletins.
- Serves as a central resource to review IT system plans; provides advice to OD/NIH staff.
- Recommends OD-specific IT policy implementing HHS and/or NIH policy.
- Provides technical guidance/documents to improve IT systems, practices and procedures in the OD/NIH.
- Coordinates IT system budgeting (information collection, analysis, and dissemination activities).

OD Executive Office/Office of Information Technology

David Wiszneaukas
Chief Information Officer



- Manages OD IT committee activities.
- Serves as OD IT management liaison on appropriate NIH IT committees; e.g., IT policy and budget.

Information Systems Security

The IS Security function provides a point of contact for security awareness, and prevention and correction of problems relating to OD computer security. OIT facilitates this function, as follows:

- Oversees and coordinates the implementation of OD IS security procedures.
- Implements IS security policies and guidelines.
- Serves as a central resource to review IS security plans and to advise OD staff on security issues.
- Recommends OD-specific IS security policy implementing NIH policy.
- Provides technical guidance/documents to improve OD IS security practices and procedures.
- Coordinates and promotes IS security training and awareness.
- Reviews and implements solutions that resolve security issues.
- Serves as the OD IS security liaison to CIT security staff.
- Serves on appropriate NIH IT committees; e.g., ISSO.



Peter Bono/Images.com

Customer Relationship Management Team

The Customer Relationship Management Team will assist in the expeditious response to questions and actions requested by OD and other OIT-supported organizations regarding IT computer support and services in support of OD's mission, as follows:

- Assists OIT staff to resolve customer support issues.
- Works to understand the business functions of the various OIT-supported organizations and ensures that existing products and technologies are being used to maximum effect to solve business problems.

- Maintains a high-level of communications with NIH and OD program officials.
- Consults and collaborates with NIH and OD staff regarding the coordination and/or implementation of specialized computer systems for NIH and OD organizations.
- Serves as a central resource for system analysis, design, and programming for NIH and OD projects relating to technical and administrative data.
- Promotes the dissemination and sharing of technical information within OD and other OIT-supported organizations.
- Manages the central OD IT support contract(s); provides guidance to OD and other OIT-supported organizations through Statement of Work (SOW) development and IT contract management.
- Serves on appropriate NIH IT committees; e.g., administrative management.

Desktop Team

The Desktop Team provides support and resolution of technology-specific issues for our OD customers. The team's focus is to maintain a high-level of communications with IT customers and to continuously improve the level of customer service in support of OD's mission, as follows:

- Provides friendly, technically accurate, and consistent customer support directly to users in OD and other OIT-supported organizations.
- Ensures that desktops have security and virus protection as recommended by the OD IS Security Team; responds to requests to check desktops for malicious software, hacks, intrusions, etc.
- Monitors proactively the desktop environment (looking to improve administration and making suggestions to OIT management).
- Evaluates the interoperability of COTS and internally developed applications prior to release in the OD environment.
- Maintains the approved technical baseline of desktop hardware and software within the parameters of the published Service Level Agreement.
- Works to understand the business functions of the various OIT-supported organizations and ensures that existing products and technologies are being used to maximum effect to solve business problems.
- Responds to information requests on IT (e.g., PC, peripherals and/or components).
- Conveys and promotes OD management's vision and standards as they apply to desktop technology and workflow.
- Develops and presents seminars to staff on key technologies.

- Coordinates the development of Tip Sheets for OIT Systems/Applications in collaboration with OIT Teams.
- Serves on appropriate NIH IT committees.

Web and Development Team

The Web and Development Team provides, coordinates and facilitates the use of Microsoft (MS) Internet Information Server (IIS) to host web sites in support of OD's mission, as follows:

- Provides web-specific technology support and guidance to OD users in developing and maintaining web sites.
- Ensures that all web servers have security and virus protection as recommended by the OD IS Security Team; responds to requests to check web servers for malicious software, hacks, intrusions, etc.
- Provides a web hosting environment for OD by maintaining NT servers, IIS, FrontPage Extensions, shares, permissions.
- Prepares OD-specific browser application software (i.e., Netscape, Internet Explorer).
- Develops web-based solutions and web-enables existing OD client server applications.
- Coordinates development of web-based solutions to ensure products meet the OD web architectural standards, with OD staff, application programming contractors, and CIT.
- Serves as a central resource for system analysis, design, and programming for OD projects relating to technical and administrative data.
- Conducts analysis between currently available information technologies in the marketplaces and assesses, advises and designs systems to fill critical voids.
- Serves on appropriate NIH IT committees; e.g. WAG.

Network Operations Team

The Network Operations Team provides, coordinates, and facilitates the use of MS Back Office Technology and seamlessly connects the OD network with NIH, HHS, and the Internet in support of OD's mission, as follows:

- Maintains a highly reliable Local Area Network (LAN) by keeping network hardware in proper working order and ensuring timely and appropriate upgrades to FirmWare.

- Provides the central backup and restore system for OD data.
- Ensures that all network servers have security and virus protection as recommended by the OD IS Security Team; responds to requests to check servers for malicious software, hacks, intrusions, etc.
- Provides OD domain administration and management, including users, accounts, groups, shares, printers, login scripts, policies, menus, hardware peripherals.
- Proactively administers and manages OD servers; e.g., by monitoring OD domain server hardware and promoting disaster recovery for Exchange and SQL databases.
- Administers and maintains OD automated Network Management Systems (i.e., CA-Unicenter, Spectrum, etc.)
- Provides SQL-specific technology support and guidance to OD users in developing and maintaining databases; plans, evaluates, acquires, implements, documents and maintains OD network servers, back office software and operating systems.
- Provides Exchange-specific technology support and guidance to OD users.
- Evaluates and documents server procurement recommendations.
- Stays abreast of new developments that focus on networking (e.g., Switch Technology, ATM, Wireless LAN, GigaBit, ISDN, DSL, cable modem).
- Relays OD's Metropolitan Area Network (MAN), Wide Area Network (WAN), and Intranet connectivity needs to CIT.
- Coordinates Telecommunications (including Video Conferencing) requirements between OD offices and CIT.
- Coordinates facilities issues (HVAC, electrical, construction, cabling) among OD offices, ORS, and CIT during renovations and moves.
- Maintains the physical security of OD LAN closets.
- Serves on appropriate NIH IT committees; e.g., Windows 2000.



Jacek Stachowski/Images.com

OD IT Management Committees

Information Technology Management Committee

The OD Information Technology Management Committee (ITMC) advises the OD Executive Officer on OD IT initiatives by:

- Reviewing and updating OD IT architecture standards as appropriate every six months.
- Reviewing and recommending approval of OD-wide IT policy.
- Conducting IT strategic planning by assisting in the development and implementation of an OD IT long-term strategic vision.
- Representing OD IT needs so that enterprise-wide IT decisions can be made in the best interests of OD and NIH as a whole.

For more information about the ITMC and to see a list of members go to the following link:

<http://www1.od.nih.gov/itmc/charter.htm>

Information Technology Investment Review Board

The OD IT Investment Review Board (ITIRB) fulfills requirements for an OD internal review process for major IT initiatives. The OD ITIRB reviews all proposals for major IT expenditures to:

- Ensure that OD IT resources support the achievement of OD mission goals.
- Promote the life cycle management of IT systems as “capital investments.”
- Ensure that the approval of OD IT System developments are based on established decision criteria, where appropriate.

The OD ITIRB is responsible for:

- Establishing a review schedule. (All projects that meet established review criteria should be reviewed at least once annually.)
- Reviewing and evaluating projects selected by the CIO to promote effective and efficient design and operation of all major IT systems for OD.

- Making funding recommendations to the NIH Deputy Director based on OD ITIRB decision criteria for both initial investment and continued funding.
- Recommending changes to proposed system developments, where necessary.

The OD ITIRB has the authority to recommend:

- Establishment of multi-year funding for approved IT systems.
- Changes to proposed system development initiatives, where necessary, to make them acceptable to the Board before approval.
- Termination of (or changes to) projects demonstrating unacceptable risk/progress after approval.

For more information about the ITIRB and to see a list of members go to the following link:

<http://www1.od.nih.gov/itrb/>

Information Technology Forum

The OD/NIH Information Technology Forum (ITF) provides a venue for communications on OD IT activities. The ITF can provide advice and recommendations to the OD Information Technology Management Committee (ITMC) on OD-wide IT initiatives that advocate an integrated approach to computing and meet the information technology needs of the OD user community.



Susan Blubaugh/Images.com

The ITF is responsible for helping coordinate the effective use of OD IT resources by:

- Serving as a forum for information exchange between OIT and their IT customers.
- Coordinating efforts to enhance existing OD IT resources to meet OD IT requirements and support the NIH mission while reducing overall IT costs.
- Providing advice and recommendations on OD IT needs and requirements to the OD ITMC, when necessary.

For more information about the ITF and to see a list of members go to the following link:

<http://www1.od.nih.gov/itf/>

Frequently Asked Questions and Tips N Tricks

Where can I find information on personal and prohibited uses of Government IT equipment?

See the *Inappropriate Use of Government Computing Resources* section of this *Customer Guide*, or follow the link below to find further information on approved and prohibited uses of Government IT equipment.

<http://www1.od.nih.gov/oma/manualchapters/management/2806/>

Here is an excerpt from the *Prohibited Uses* section of the link, which can be found in section C, item 2, last bullet:

“Other illegal activities or activities otherwise prohibited by federal regulations, including creating, downloading, intentionally viewing, storing, copying or transmitting materials that exhibit or imply involvement with gambling, illegal weapons or drugs, child pornography, terrorism, and related activities.”

Where should I call for computer help?

The NIH Help Desk provides support for our OD customers. By contacting the NIH Help Desk, your problems can be easily resolved by OIT's onsite support teams; i.e., *Customer Relationship Management, Desktop, Network, and Web and Development*. Whatever your problem, one of our OIT staff will contact you within two hours of receiving notification from the *Help Desk*.

The NIH Help Desk can be reached on 301-496-4357, by email at helpdesk@NIH.GOV, or on the Help Desk website at <http://support.cit.nih.gov/>.

Please Note. If your organization has its own IT support, please check with your supervisor prior to calling the NIH Help Desk.

Can I stop my OIT IT specialist in the hallway to get help?

It is better for you and for OD tracking purposes if you contact the NIH Help Desk for assistance. In order to provide the best possible service to our customers, we require that a Remedy Action Request Ticket be submitted to OIT through the NIH Help Desk prior to resolving your problems.

What responsibilities does my organization have relative to the operation of the OD network?

Your organization:

- Requests new OD user network and email accounts.
- Requests the creation, modification, or deletion of network groups, shares, email distribution groups, public folders; as well as requests permissions for access to these items,
- Requests that their organization's servers or workstations be added to or removed from the OD domain.
- Provides training for office staff members in the operation of the operating system (OS), mission-driven applications, and Outlook email and calendaring.
- Involves OIT, in the initial planning and development for adding new network applications to the OD domain.
- Ensures that equipment and network drops are accessible to OIT staff.
- Invites OIT staff to attend organizational staff meetings to discuss their IT needs and concerns.

What are some of the services the OIT is not staffed or equipped to provide?

OIT will not provide the following service to our OD customers:

- Service or repair personal-use software or hardware.
- Service or repair equipment at personal residences.
- Service or repair equipment that violates the manufacturer's warranty.
- Procure replacement parts for workstations or servers.
- Cannibalize and/or surplus equipment.
- Install network drops.

- Support operating systems or application software not compliant with OD architectural standards. Read the document, *OD Hardware Architecture Standards* that is found on the OIT website.
http://oit.od.nih.gov/pubs/OD_hardware.pdf
- Support applications that have been developed by outside contractors but have not been authorized by OIT. Consultation with OIT must be undertaken before application development begins.
- Move customer computer equipment between buildings. However, OIT staff will move equipment within a building. For equipment moves to other buildings, OIT staff will prepare the equipment for the office movers.

Can I change my username and/or email address?

When creating a MS Windows 2000/Exchange email account, OIT uses a standard format: the first 7 characters of your last name and the 1st character of your first name; e.g., *LastnamF*. If you change your name legally and want your username changed, contact your supervisor or AO.

How often does my account password expire?

For security reasons, your network password expires every 120 days (4 months). You must choose a new password that has not have been used in the last 360 days; be at least eight (8) alphanumeric characters in length; and includes, one special character, one number and one capital letter; e.g., *Pas\$wOrd*.

How do I change my Windows or Mac password?


- Open your web browser.
- Point to *<http://oit.od.nih.gov>*.
- On the OIT home page, click on *Links*.
- On the *Links* page, click on *Password Change Utility*.
- Scroll to the bottom of the *Password Change Utility* page, click on *Continue on to the Change Password page . . .*
- In the window that pops up, enter your username prefixed with *OD*.
Example: OD\SmithJ
- Enter your current OD network password, click *OK*.
- In the *Old Password* field, enter your current OD network password.

- In the *New Password* and *Confirm Password* fields, enter the new OD network password you have selected.
- Click on the *Change* button to complete the process.
- The page will go blank and then reappear with the message, *Password has been changed*.

What do I do if I forget my password?

Contact the NIH Help Desk and submit a request to have your password changed.

How do I set up the automatic screen saver to lock my Windows PC?

- Right-click on the *Desktop*.
- On the pop-up menu, click *Properties*.
- The *Display Properties* window pops up.
- Click the *Screen Saver* tab.
- Choose any screen saver.
- Click the box labeled *Password Protected*.
- Enter *30* (or any other length of time) in box labeled *Wait*  *minutes*.
- Click *OK*.

How do I manually lock my Windows NT/2000/XP?

- Press the *Control-Alt-Delete* keys simultaneously.
- The default button on the window that appears is labeled, *Lock Computer*.
- Either click *Enter* or click on the *Lock Computer* button to activate this feature.

How do I set up the screen saver to lock my Macintosh?

- Click on the *Apple Menu*.
- Click on *Control Panel*.
- Click on *Multiple Users Options*.
- The *Multiple Users* window appears.
- Click the *Options* button.
- Check the box labeled *If the user is idle for* *minutes*.
- Enter *30* (or any other length of time) in the *minute's* box.

- Click on the *Lock the screen* button.
- Click on the *Save* button.

Will OIT support my Macintosh?

OIT has several qualified technicians who will service your Mac when you experience problems. If you need assistance, contact the NIH Help Desk.



The Mac community is alive and well at the NIH with many resources for Mac users. Visit the NIH Mac web site at:

<http://macinfo.cit.nih.gov/>

What types of email accounts are offered by OD?

OD supports MS Exchange as the primary email system for our IT customers.

How do I get a resource mailbox for my department?

Contact your supervisor who is authorized to request a departmental account.

Can I share my files with others without telling them my password?

There are several methods you can use to share files without revealing your password. Your files can be exchanged by using the MS Windows 2000 *Sharing* option, by sending your files as email attachments, or by saving your files to a shared server. MS Outlook's *Out of Office Assistant* can be used to forward your email to others during prolonged absences. If you need assistance with this activity, contact the NIH Help Desk.

Can I connect to my Exchange account from home and receive my emails?

The easiest way to access your email and calendar remotely is to connect to the web site of the NIH Central Mail Service at:

<http://oit.od.nih.gov/showpage.asp?pageid=22>

Otherwise, you may check your email using standard modem access to the NIH network. For those on flexi-place, working extended time periods online, or having special system access requirements, higher speed access such as ISDN or DSL may be warranted. Parachute is the current recommendation for remote access to the NIH network.

For more information concerning remote access, go to the following site:

<http://remoteaccess.nih.gov/>

If I need computer training, how can I get it?

See the *Training Resources* section of this *Guide* for links to different training sites.

What is a BlackBerry?

The BlackBerry is a pager, palm-sized device used by Senior Staff, that provides constant wireless connection to Exchange-based email. It also functions as a personal information manager, with synchronizing capabilities for MS Outlook's *Calendar*, *Contacts*, *Notes* and *Tasks*, as well as added pager-like functionality.

This tool does not use an auto-forwarding rule to send email from your regular mailbox to some other place, but actually hooks into your Exchange mailbox for sending and receiving messages. For more information about the BlackBerry, go to the following URL:

<http://www.hub.nih.gov/wireless/Blackberry.htm#intro>

Can I get my email on my BlackBerry wherever I go?

A BlackBerry is similar to a cell phone in that there are good and bad cell areas depending on the wireless network's coverage area. The BlackBerry web site provides a link to the wireless network's coverage maps to help you if you plan to use the device out of town. The web site is located at

<http://alliance.cingularinteractive.com/dev/cda/zip>

Additional information can be found at the following site:

<http://www.mail.nih.gov/wireless/faq.htm>

How do I read attachments on my BlackBerry?

All you need to do is *Forward* the email that contains the attachment on your BlackBerry to *Text@nih.gov*. The system will convert your email attachment into a new email message sent to you from *Conversion, Text (Email)*. When you open the email, you will be able to read your attachment.

How do I look up someone's email address on my BlackBerry?

To search against an HHS address list, *Compose* a new email message on your BlackBerry, enter at least the last name of the person, or the entire name in this format:

first name last name

Examples:

Jonathan (this will send back multiple addresses)

Jonathan Thomas

Entries in either the *Subject Line* or the *Body* of the message will work. Send the email from your BlackBerry to: *gallookup@mail.nih.gov*. If you have any problems with these tips, please contact the NIH Help Desk for assistance.

What is AvantGo?

AvantGo is a web browsing tool for handheld devices that combines downloading static web pages for quick display on the device, and also wireless connectivity for delivery of real-time data. It is available for all the major handheld platforms; i.e., BlackBerry, Palm and PocketPC. Now, you can perform your ITAS functions away from a computer. You can do a search on *Clinical Trials* or *PubMed* right from your hand while you are walking to a meeting

Instructions for installing the AvantGo client are located at:

<http://www.hub.nih.gov/wireless/avantgoinstallrim.htm>

There are many possibilities for additional functionality. If you have suggestions, please email them to:

sanswire@mail.nih.gov

What is OD's policy for cell phones?

The OD Executive Officer has delegated the OD Cell Phone Manager responsibility to OD Office Directors or designees. OD Cell Phone Managers are responsible for approval of equipment requests, review of monthly charges, inventory of property, and termination of unneeded services. OD Cell Phone Managers must oversee the appropriate use of OD cellular telephone equipment and services. Please go to the following site for the full policy:

<http://oit.od.nih.gov/showpage.aspx?pageid=4>

Further information on cell phones at the NIH, go to the following site:

http://cit.nih.gov/dnst/DNSTweb/FAQ/cell_faqs.htm

Can I listen to music or the radio through my computer?

Currently, the OD does not have policy that would prevent you from using your computer to listen to music, the radio, or CDs. However, OIT encourages you not to copy music files to your home directory (H: drive) as these types of files take up a lot of network server memory.

How do I access NIH from my home or when I travel?

Parachute is the remote access service used by the NIH community to access NIH and IC computing resources while working with a home or mobile computer using a 56K, DSL, or IDSN. A full description of the remote access services that NIH provides is found at:

<http://parachute.nih.gov/parachute.html>

What is a VPN?

VPN or Virtual Private Networking allows users to connect to NIHnet and use NIHnet applications through their privately chosen Internet Service Provider (ISP) and or Digital Subscriber Line (DSL) provider. For information about VPN, contact the NIH Help Desk at 6-4357 or email helpdesk@nih.gov.

How do I register to gain access to any of the NIH administrative systems?

In order for you to access the NIH enterprise systems, you must first obtain an account with CIT; your organization's account sponsor will register you. CIT will send you your username and password to get into their systems and services.

To use a particular system, you will need approval by your supervisor. IDs and keywords will be provided by your A.O.

What are the recommended minimum standards for purchasing new computers?

OIT recommendations for purchases of new OD desktop computers are located on the OIT Website:

http://oit.od.nih.gov/pubs/OD_hardware.pdf

Please Note: This information is updated every six months.

How do I get help purchasing the proper Government computer equipment?

OIT has created an *OD Equipment Recommendation Checklist* for you to assess your hardware and software needs.

Before you purchase new computer equipment, point your browser to:

<http://www1.od.nih.gov/odeqchecklist/index.asp>

Fill out and submit the *OD Equipment Recommendation Checklist*. OIT will evaluate your requirements and provide you with three specifications (low, medium and high end) that will meet your needs and be compatible with existing OD computer equipment.

How can I protect my computer?

- Use a surge protector or an Uninterruptible Power Supply (UPS).
- Keep a backup of your data files on your *H: Drive*, an external drive, or floppy disks.
- Use antivirus software. If your workstation has been set up by OIT, McAfee's VirusScan software is already installed. Otherwise, contact the NIH Help Desk and request that it be installed.
- Use a password for access to your computer. To prevent unauthorized use of your computer, do not share this password.
- Whenever you leave your desk for short periods of time, lock your computer.
- *Shut Down* your computer or use a password-protected screen saver when you leave at the end of the day to prevent access to it by hackers.

How do I prepare my computer equipment for disposal?

Before transferring, surplus, or donating any OD-owned hard disk (or system containing a hard disk) or portable media (diskettes, tapes, CD-ROMs), you must arrange to have the equipment *sanitized* or *wiped*: a process that reformats the hard disk removing the operating system, software applications and user data. Once this is completed and verified by the OD ISSO, disposal of the equipment may be finalized by your Property Custodial Officer (PCO).

The policy can be found at the following site:

<http://oit.od.nih.gov/showpage.aspx?pageid=50>

Do I need to buy a computer for working at home?

In the event you are telecommuting and need a computer or laptop for working at home, NIH-owned equipment may be loaned to employees participating in the "Flexible Work Program." Such equipment will be properly documented as loaned equipment, and is to be used for official business only. Contact your supervisor or AO regarding your organization's IT access resources.

Which computer should I buy for my personal use?

OIT does not endorse any specific computer company. We recommend you visit the *OD-Hardware Architecture Standards* web site to view hardware recommendations from OIT; and find a system that fits your requirements from a well-established manufacturer. The URL is

http://oit.od.nih.gov/pubs/OD_hardware.pdf

A critical consideration in purchasing a home computer is support and repair. You want to ensure that the manufacturer has service locations close to where you live or where you may plan to move. In addition, when purchasing a new computer, think of your current, as well as, your future computer needs.

Where should I buy a computer for home use?

You can purchase a computer from any retail computer store, through catalogs, on-line or at local computer shows. OIT suggests that you purchase a computer that meets the current hardware or software recommendations of the OD. This will make transferring files between your system at work and your computer at home much easier.

Should I purchase a laptop or desktop computer for home use?

When making the decision to purchase a desktop computer or a laptop computer, keep in mind your particular requirements. If you need full access to your files at home, work, and travel; laptops save space and can be set up easily in different places. If you are going to be spending long hours on the web or entering large amounts of data; you may find a desktop computer easier to use because it usually has a larger keyboard; larger monitor; greater expandable memory; extra hard drive slots for CD ROMs, CD-Recordables (CD-R), CD-Rewritables (CD-RW), and floppy disks; and extra SCSI and USB ports for peripherals; etc.

Another important consideration when purchasing a new system is how much you want to spend. Usually, laptops are more expensive than desktop systems.

What accessories are recommended when purchasing a new computer?

When purchasing a new computer, think about your printing needs. Four important issues to consider when purchasing a printer are quality, quantity, speed, and cost. Black and white ink-jet printers produce quality results at a low cost of ownership; purchasing a color ink-jet printer does not cost much more. Laser jet printers are usually more expensive than ink-jet printers; however, they produce higher-quality printed text.

Another useful accessory is an Omega ZIP drive to back up your data files from your local hard drive. These drives are reasonable in price, but require ZIP disks which are expensive. Alternatives to ZIP drives are CD-R and CD-RW drives. These drives are standard on many of the better manufacturers' computers; the disks are less expensive and hold more data than the ZIP disks.

How do I add a signature block to the *Outlook* email messages I send?

From the *MS Outlook* window, select *Tools* menu, click *Options*, and then click the *Mail Format* tab.

In the *Signature* box, click *Signature*, and then click *New*.

In the *Enter a name for your new signature box*, enter a name.

Select *Choose how to create your signature*, select *Next*.

In the *Signature* text box, type the text to include in your signature as you would like it to appear.

Select *Finish*, then click *OK* twice.

You can insert the signature block in all your new messages (default), messages you reply to, or in specific messages.

How do I use NED to search for someone who works at the NIH?

The *NIH Enterprise Directory User Guide* describes how to lookup a person at the NIH. Point your browser to <http://ned.nih.gov>. When the *NED Search* page appears, select *Help*, then follow the directions.

How do I update my NED information?

The *NIH Enterprise Directory User Guide* describes the steps for updating your information. Point your browser to <http://ned.nih.gov>. When the *NED Search* page appears, select *Help*, then follow the directions.

Acronyms

ADB	Administrative Database
AO	Administrative Officer
ATM	Asynchronous Transfer Mode
CAS	Central Accounting System
CD	Compact Disk
CD-R	Compact Disk-Recordable
CD-ROM	Compact Disk-Read Only Memory
CD-RW	Compact Disk-Rewritable
CIAC	Computer Incident Advisory Capability (Department of Energy)
CIO	Chief Information Officer
CIT	Center for Information Technology
COTS	Commercial Off The Shelf Software
CRM	Customer Relationship Management
CTO	Chief Technology Officer
DERT	Division of Employee Relations and Training
DHHS or HHS	U.S. Department of Health and Human Services
DSL	Digital Subscriber Line
DW	NIH Data Warehouse (Data Town)
EAN	Enterprise Area Network
EHRP	Enterprise Human Resources and Payroll
Email	Electronic Mail
EO	Executive Office
eRA	Electronic Research Administration

ERP	Enterprise Resource Planning
FASTRAC	Online Training Library
GAL	Global Address List
HRDB	Human Resources Database
HRIBS	Human Resource Information and Benefit System
HTTP	Hypertext Transfer Protocol
HVAC	Heating, Venting, and Air Conditioning
IC	Institutes and Centers
ID	Identification Number
IE	Internet Explorer
IMPAC II	Information for Management, Planning, Analysis, and Coordination
IMPACT	Improved Management of Personnel Administration Through Computer Technology
IIS	Internet Information Service
IS	Information Systems
ISS	Information Systems Security
ISSO	Information Systems Security Officer
IT	Information Technology
ITAS	Integrated Time and Attendance System
ITF	Information Technology Forum
TITRB	Information Technology Investment Review Board
ITMC	Information Technology Management Committee
ITS	Information Technology System
LAN	Local Area Network
ISDN	Integrated Service Digital Network
MAC	Apple Macintosh
MAN	Metropolitan Area Network

MOU	Memorandum of Understanding
MS	Microsoft
NIC	NED IC Coordinator
NBRSS	NIH Business and Research Support System
NBS	NIH Business System
NED	NIH Enterprise Directory
NIH	National Institutes of Health
NIHnet	NIH wide area network (WAN)
NITAAC	NIH Information Technology Acquisition and Assessment Center
NIHITS	Integrated Training System
OD	Office of the Director
OEODM	Office of Equal Opportunity and Diversity Management
OFM	Office of Financial Management
OHR	Office of Human Resources
OHRMIS	Office of Human Resource Management Information Systems
IOT	Office of Information Technology
OMB	Office of Management and Budget
OPM	Office of Personnel Management (OPM)
ORS	Office of Research Services
PC	Personal Computer
PCO	Property Custodial Officer
PHS	Public Health Service
RMO	Records Management Officer
R&W	Recreation and Welfare
SAC	Standard Administrative Code
SCSI	Small Computer System Interface
SLA	Standard Level Agreement
SQL	Structured Query Language

SOW	Statement of Work
SSF	Service and Supply Fund
TBS	Training and Development Branch
UPS	Uninterruptible Power Supply
URL	Uniform Resource Locator
USB	Universal Serial Bus
VPN	Virtual Private Network
WAG	Web Authors Group
WAN	Wide Area Network
WFLC	Work and Family Life Center
ZIP	ZIP drive (Omega)